

CASE STUDY



UNIVERSITY
of
GREENWICH

ON MERCURY



RMS

MOVING TO MERCURY

Mercury in 2013

University of Greenwich accommodations staff decided to move to Mercury because of the solution's ease of use and the ability to minimize IT involvement in the application template development.

RMS since 2009

Before switching to Mercury, University of Greenwich was using RMS Classic since 2009, along with a web application they had developed in house with their IT team.

“We have a record of all of the information we need in one place. This has obvious time-saving benefits. And we have reduced our reliance on IT staff, giving them more time to work on other projects.”

Alexey Protasov

ILS Business Solutions Developer

Lisa Winter

Accommodation Services Manager

University of Greenwich

Old Royal Naval College

30 Park Row

London SE109LS, United Kingdom

Students

2,500



University of Greenwich



Application for Accommodation in Halls of Residence 2014-2015

Hello Zoe,

Please read the following information carefully and if you have any queries please do not hesitate to contact a member of staff in the Greenwich Accommodation Office via email: gr.accommodation@gre.ac.uk or tel: 020 8331 9578.

Information about the University's Halls of Residence (including hall fees) and the Accommodation Guarantee can be found at: <http://www2.gre.ac.uk/study>

“We decided to transition to Mercury because of how easy it is to use and how it allows us to minimize IT involvement in the application template development process.”

Information available carefully before completing your application. THE GREENWICH HALLS ARE CURRENTLY FULLY BOOKED. PLEASE CONSIDER LISTING AS MANY HALL OPTIONS AS POSSIBLE INCLUDING THE AVERY HILL VILLAGE. YOUR CHOICE WILL NOW BE LIMITED AND WE CANNOT GUARANTEE A ROOM WILL BE AVAILABLE FOR YOU. YOU WILL BE SENT AN EMAIL WITH THE STATUS OF YOUR APPLICATION.

APPLICANTS JOINING THE UNIVERSITY OF GREENWICH IN JANUARY 2015 Or would like to be accommodated in January 2015

You will be able to submit an application from the 27th October and offers will be made by end of November. Please ensure that you note that you are a January starter in the application notes field or that you would only like to be considered for a room with a January move in (if you are a current student who does not require immediate housing). Offers are made subject to availability on a first come first served basis.

APPLICANTS JOINING THE UNIVERSITY OF GREENWICH AFTER JANUARY 2015 OR WHO REQUIRE ACCOMMODATION LATER IN THE ACADEMIC YEAR

If you are joining the University later than January please contact the



INCREASED OFFICE STAFF INVOLVEMENT

Mercury has enabled University of Greenwich staff to participate in the creation of the application form and easily update information distributed to applicants and current residents as needed.

1. By minimizing IT involvement in the application template development process, Mercury gives staff greater autonomy in the information they give out to prospective and current students and to troubleshoot any difficulties people experience.
2. Added insights and tailored reporting allow staff to track when students have accessed the templates, which assists in providing the team accurate and up-to-date feedback. The team knows in real-time what is happening in the system and what actions should be taken next.



Behaviour Contract

ACCEPTABLE BEHAVIOUR CONTRACT

This ACCEPTABLE BEHAVIOUR CONTRACT is with regard to:

Name:
Address:
Banner ID:

This contract is made on 22nd October 2014

This contract has been drawn up following reports that Gabrielle D'Alessandro has been involved in incidents where the "University Accommodation Licence Agreement" has been breached.

The terms of the Acceptable Behaviour Contract are as follows:

1. The resident of OUT-26A, Catty Sark will agree to comply with the University Safety Policy, Codes of Practice and departmental local rules in respect of the Health and Safety Regulations. Refer to section 7 of your Licence Agreement for further details.
2. The resident of OUT-26A, Catty Sark should show consideration for other residents in the flat and the building. Refer to section 8.1 of your Licence Agreement for further information.
3. The resident of OUT-26A, Catty Sark agrees he will abide by requests from the Accommodation Services staff, including the Resident Assistants, to ensure that an environment is maintained whereby all residents in the Hall can enjoy their living environment.
4. The resident of OUT-26A Catty Sark agrees to abide by the Licence Agreement

Review:

This agreement will expire after 20th June 2015. A review may be held at any time during the contract. At the end of this period, there will be a formal review and it may at that time be agreed to extend the agreement, to bring it to a close or take further action.

Breach:

If Gabrielle D'Alessandro does anything that s/he has agreed not to do under the terms of this agreement, or behaves in any way likely to cause alarm, harassment or distress to members of the community, Accommodation Services may take further action. This will involve referring the matter to a formal disciplinary hearing.

Behaviour Contract - Agreement

I understand and agree to the terms of this Acceptable Behaviour Contract. I also understand that if I breach the terms of this contract I will be referred for a formal disciplinary hearing and will be required to transfer to a different room pending the outcome of any disciplinary hearing.

I confirm that I understand the meaning of this agreement and that the consequences of any breach of the contract have been explained to me.

I Agree to the terms and conditions of this Contract.

University ID:



Please note any queries below. If there are no queries please write "Behaviour Contract - no query raised"

Profile Notes:

Personal Details

Please check the details below carefully. All correspondence relating to your application, including any offer of accommodation, will be sent via email. If you wish to change your email address you will need to do so via the University Portal. You are also advised to contact [Accommodation Services](#) to notify us of the change. The Accommodation Service or our representatives may request your National Insurance card or passport information as proof of ID on arrival and /or use this information to contact you after your departure from halls in the event that an up to date contact address is not held on file for you. This would only be if required as part of our debt collection procedures. This information will not be passed to a third party unless in direct relation to the terms of your licence agreement.

Title:

First Name:

Last Name:

Gender:

Birth Date:

University ID:

Mobile Phone:

National insurance number (UK applicants):

Passport number (overseas applicants):

Permanent Email:

Are you a care leaver?

Do you have a disability or medical need that may affect your allocation?

Are you attending the Pre-Sessional English Course?



Programme Details

Are you an Erasmus / Study Abroad student?

If you are an Erasmus / Study Abroad student what month does your programme end?

Does your programme of study require you to attend during the summer months July / August?

* required

"Mercury can be trusted to deliver. If a student submits a template, we know their records are guaranteed to be updated."

-Lisa & Alexey

FROM PAPER TO ELECTRONIC LICENSES

Moving from paper to electronic licenses has been one of the most notable changes in University of Greenwich's business practices, completely streamlining the check-in processes at some residences and saving 10,000 sheets of paper.

1. While University of Greenwich had previously gone paperless in all other areas, licenses were the last hold out until Mercury. Moving to electronic licenses has drastically reduced check-in times.
2. With the time to carefully review the electronic licenses before check-in, residents are able to be fully aware of the terms of their license before their move in dates.



University of Greenwich Staff



“With Mercury, we have increased staff engagement in all stages of the application and allocation process.”

-Lisa & Alexey

FINAL THOUGHTS

Added Efficiencies

The University of Greenwich team has reduced the amount of cross checking they used to have since they can now collect all of the information they need through the initial application.

Flexibility

Staff likes the flexibility of the report builder, and they are creating new reports on an almost daily basis.

Advanced selection tools give them instant data snapshots to select a specific cohort of students that they are examining.

“We look forward to continuing to work with RMS and utilizing other functions of Mercury, most specifically room mapping. We plan to look at methods to adapt the templates to use for other functions (i.e. behaviour contracts), and to simplify and streamline the processes we have already put in place.”

- Alexey Protasov & Lisa Winter





For more information on RMS and
Mercury visit:
www.rms-inc.com

Residential Management Systems

RMS brings together a whole new dimension to housing, conference and judicial management needs.

Since it was founded in 1994, its comprehensive software solutions have combined power, functionality and ease of use, and these factors continue to be the guiding principles in its evolution.



Mercury by RMS

This brand new platform will allow you to deliver revolutionary customized content to your students. Custom designed housing applications, contracts and electronic signatures, online payments, student self-assignment, all new reporting and administrative tools.